

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Martina K. Hartmeier

Application No.:

Filed:

For: SYSTEM AND METHOD FOR PROVIDING
CALL STATISTICS IN REAL TIME

Examiner:

Art Group:

Continuation of Application:

Application No.: 09/189,094

Filed: November 09, 1998

PRELIMINARY AMENDMENT

BOX PATENT APPLICATION

Assistant Commissioner for Patents

Washington, DC 20231-9998

Sir:

The subject Application, a continuation of the above-identified Continuation Application, is being filed concurrently. Applicant respectfully request amending the subject Application as follows:

IN THE SPECIFICATION

On Page 1, line 1, before "BACKGROUND OF THE INVENTION", please insert the following:

--CROSS-REFERENCES TO RELATED APPLICATIONS

This is a continuation of U.S. patent application No. 09/189,094, filed November 09, 1998, which is a continuation of U.S. patent application No. 08/670,834, filed January 26, 1999, which has now matured to U.S. Patent No. 5864616.--

IN THE CLAIMS

Please cancel claims 1-23.

Please add new claims 24-36.

1 24. (New) A computer readable medium having embodied thereon a computer
2 program for processing by a machine, the computer program comprising:
3 a first routine for obtaining first data pertaining to an incoming call activity of
4 telecommunication events from a first site;
5 a second routine for forming the first data in a first predetermined data structure
6 format;
7 a third routine for receiving the first data periodically by a local server;
8 a fourth routing for obtaining second data pertaining to an incoming call activity of
9 telecommunication events from a second site;
10 a fifth routing for forming the second data in a second predetermined data structure
11 format;
12 a sixth routing for receiving the second data periodically by a remote local server, the
13 local server being connected to the remote local server via a wide area network
14 communication link to monitor the second data, the second data including information on a
15 second queue at the second site;
16 a seventh routine for retrieving one of the first and second data by an executable
17 application, the second data originating from the remote local server; and
18 an eighth routine for creating a display window to display, in real-time and in one of
19 a graphical and textual representations, agent statistics.

1 25. (New) The computer readable medium of claim 24, wherein the second
2 routine for forming includes loading a vector directory number into a first field of the
3 predetermined data structure format to provide information concerning a telephone call.

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1 26. (New) The computer readable medium of claim 25, wherein the second
2 routine for forming further includes loading a number of outstanding telephone calls
3 associated with the vector directory number that are awaiting service into a second field of
4 the predetermined data structure format.

1 27. (New) The computer readable medium of claim 26, wherein the second
2 routine for forming further includes loading a time value indicating a longest duration that
3 one of the number of outstanding telephone calls has been awaiting service.

1 28. (New) The computer readable medium of claim 24, wherein the
2 telecommunications events includes a telephone call.

1 29. (New) The computer readable medium of claim 28, wherein the second
2 routine for forming includes loading a vector directory number into a first field of a data
3 structure, the vector directory number to provide information concerning the telephone call.

1 30. (New) The computer readable medium of claim 29, wherein the second
2 routine for forming further includes loading a number of outstanding telephone calls
3 associated with the vector directory number of outstanding telephone calls associated with
4 the vector directory number that are awaiting service into a second field of the first
5 predetermined data structure format.

1 31. (New) The computer readable medium of claim 30, wherein the second
2 routine for forming includes loading a time value indicating a longest duration that one of the
3 number of outstanding telephone calls has been awaiting service.

1 32. (New) The computer readable medium of claim 31, wherein the second
2 routine for forming includes loading information into a fourth field, the information
3 identifying one of a plurality of sites to which one of the plurality of telephone calls is
4 directed.

1 33. (New) A computer readable medium having embodied thereon a computer
2 program for processing by a machine, the computer program comprising:
3 a first routine for obtaining first data pertaining to an incoming call activity of
4 telecommunication events at a local site;
5 a second routine for forming the first data in a predetermined data structure format;
6 a third routine for receiving the first data periodically by a local server, the local
7 server being connected to a remote local server via a wide area network communication link
8 to monitor second data, the second data including information on a second queue at a remote
9 site;
10 a fourth routine in executable application for retrieving one of the first and second
11 data, the second data originating from the remote local server; and
12 a fifth routine for creating a display window to display the agent statistics in real-time
13 and in one of a graphical and textual representations.

1 34. (New) The computer readable medium of claim 33, wherein the second
2 routine for forming includes loading a vector directory number into a first field of the
3 predetermined data structure format to provide information concerning a telephone call.

1 35. (New) The computer readable medium of claim 34, wherein the second
2 routine for forming further includes loading a number of outstanding telephone calls
3 associated with the vector directory number that are awaiting service into a second field of
4 the predetermined data structure format.

1 36. (New) The computer readable medium of claim 35, wherein the second
2 routine for forming further includes loading a time value indicating a longest duration that
3 one of the number of outstanding telephone calls has been awaiting service.

REMARKS

This Preliminary Amendment is filed concurrently with a Continuation Application under 37 C.F.R. § 1.53(b). The Preliminary Amendment modifies the specification to focus on the methodology disclosed in the parent application. .

Continuation of Patent Application No. 10/000,000

VERSION WITH MARKINGS TO SHOW CHANGES MADE

1 24. (New) A computer readable medium having embodied thereon a computer
2 program for processing by a machine, the computer program comprising:
3 a first routine for obtaining first data pertaining to an incoming call activity of
4 telecommunication events from a first site;
5 a second routine for forming the first data in a first predetermined data structure
6 format;
7 a third routine for receiving the first data periodically by a local server;
8 a fourth routing for obtaining second data pertaining to an incoming call activity of
9 telecommunication events from a second site;
10 a fifth routing for forming the second data in a second predetermined data structure
11 format;
12 a sixth routing for receiving the second data periodically by a remote local server, the
13 local server being connected to the remote local server via a wide area network
14 communication link to monitor the second data, the second data including information on a
15 second queue at the second site;
16 a seventh routine for retrieving one of the first and second data by an executable
17 application, the second data originating from the remote local server; and
18 an eighth routine for creating a display window to display, in real-time and in one of
19 a graphical and textual representations, agent statistics.

1 25. (New) The computer readable medium of claim 24, wherein the second
2 routine for forming includes loading a vector directory number into a first field of the
3 predetermined data structure format to provide information concerning a telephone call.

1 26. (New) The computer readable medium of claim 25, wherein the second
2 routine for forming further includes loading a number of outstanding telephone calls
3 associated with the vector directory number that are awaiting service into a second field of
4 the predetermined data structure format.

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1 27. (New) The computer readable medium of claim 26, wherein the second
2 routine for forming further includes loading a time value indicating a longest duration that
3 one of the number of outstanding telephone calls has been awaiting service.

1 28. (New) The computer readable medium of claim 24, wherein the
2 telecommunications events includes a telephone call.

1 29. (New) The computer readable medium of claim 28, wherein the second
2 routine for forming includes loading a vector directory number into a first field of a data
3 structure, the vector directory number to provide information concerning the telephone call.

1 30. (New) The computer readable medium of claim 29, wherein the second
2 routine for forming further includes loading a number of outstanding telephone calls
3 associated with the vector directory number of outstanding telephone calls associated with
4 the vector directory number that are awaiting service into a second field of the first
5 predetermined data structure format.

1 31. (New) The computer readable medium of claim 30, wherein the second
2 routine for forming includes loading a time value indicating a longest duration that one of the
3 number of outstanding telephone calls has been awaiting service.

1 32. (New) The computer readable medium of claim 31, wherein the second
2 routine for forming includes loading information into a fourth field, the information
3 identifying one of a plurality of sites to which one of the plurality of telephone calls is
4 directed.

1 33. (New) A computer readable medium having embodied thereon a computer
2 program for processing by a machine, the computer program comprising:
3 a first routine for obtaining first data pertaining to an incoming call activity of
4 telecommunication events at a local site;
5 a second routine for forming the first data in a predetermined data structure format;

6 a third routine for receiving the first data periodically by a local server, the local
7 server being connected to a remote local server via a wide area network communication link
8 to monitor second data, the second data including information on a second queue at a remote
9 site;

10 a fourth routine in executable application for retrieving one of the first and second
11 data, the second data originating from the remote local server; and

12 a fifth routine for creating a display window to display the agent statistics in real-time
13 and in one of a graphical and textual representations.

1 34. (New) The computer readable medium of claim 33, wherein the second
2 routine for forming includes loading a vector directory number into a first field of the
3 predetermined data structure format to provide information concerning a telephone call.

1 35. (New) The computer readable medium of claim 34, wherein the second
2 routine for forming further includes loading a number of outstanding telephone calls
3 associated with the vector directory number that are awaiting service into a second field of
4 the predetermined data structure format.

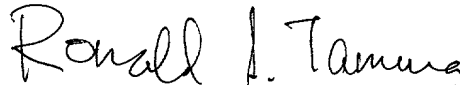
1 36. (New) The computer readable medium of claim 35, wherein the second
2 routine for forming further includes loading a time value indicating a longest duration that
3 one of the number of outstanding telephone calls has been awaiting service.

CONCLUSION

In view of the foregoing, Applicants respectfully requests examination of these claims
at Examiner's earliest convenience.

Respectfully submitted,

BLAKELY, SOKOLOFF, TAYLOR & ZAFMAN LLP



Dated: March 06, 2002

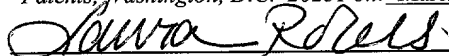
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Laura Robles

03/06/02
Date